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GENERAL STUDIES (TEST CODE : 861)

Name of Candidate	AKHIL PILANI		
Medium Hindi/Eng.	ENGLISH	Registration Number	26515
Center	ORN	Date	18/09/2017

INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
2(a)	10	
2(b)	10	
3(a)	10	
3(b)	10	
4(a)	10	
4(b)	10	
5(a)	10	
5(b)	10	
6	10	
7	10	
8	10	
9	20	
10	20	
11	20	
12	20	
13	20	
14	20	

Total Marks Obtained:

Remarks:

INSTRUCTIONS

- Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
- There are **FOURTEEN** questions printed in **ENGLISH & HINDI** इसमें चौदह प्रश्न हैं तथा अंग्रेजी और हिन्दी में छपे हैं।
- All questions are compulsory.
सभी प्रश्न अनिवार्य हैं।
- The number of marks carried by a question/part is indicated against it.
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
- Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.
प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
- Word limit in questions, if specified, should be adhered to.
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
- Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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EVALUATION INDICATORS

1. Alignment Competence
2. Context Competence
3. Content Competence
4. Language Competence
5. Introduction Competence
6. Structure - Preseptation Competence
7. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

Answer the following questions in not more than 150 words each:

1. (a) Examine how role models influence ethical behaviour. What actions can leaders take to integrate ethical conduct in their organisations? 10

परीक्षण कीजिए कि आदर्श व्यक्तित्व (रोल मॉडल), नैतिक व्यवहार को कैसे प्रभावित करते हैं? अपने संगठनों में नैतिक आचरण समाहित करने के लिए नेतृत्व कर्ताओं द्वारा क्या कदम उठाये जा सकते हैं?

Social influence is in the form of "who says what" to "whom". Who is the source, what is the message and 'whom' is the target audience.

Role models can influence ethical behaviour by

- They are credible and liked by their followers and so influence behaviour
- Role models can lead by example. e.g. Virat Kohli refusing to endorse soft drinks as does not consume them is example of ethical behaviour
- Appeal to the conscience of the audience.

Leaders can integrate ethical conduct in their organisations

by the following:

- a) Clearly specifying the goals and objectives. Ill defined goals can hamper ethical behaviour
- b) Rewarding ethical decisions even if they lead to less than favourable outcomes and punishing unethical decisions ^{even} if they lead to favourable outcomes.
- c) Inducate Emotional Intelligence ~~and~~ in the organisation
- d) Inducate Team Spirit and lead by example.

1. (b) According to Aristotle, for persuasion, not only Ethos (credibility of the speaker) and Logos (logical argument) but Pathos (emotional connection to the audience) is equally important. Comment. 10

अरस्तू के अनुसार, अनुनयन के लिए न केवल इथोस (वक्ता की विश्वसनीयता) एवं लोगोस (तार्किक दलील) अपितु पैथोस (श्रोतागणों से भावनात्मक सम्पर्क) भी समान रूप से महत्वपूर्ण है। टिप्पणी कीजिए।

Persuasion is a tool of social influence in which source is targetting an audience with a message to influence the attitude and behaviour of the audience.

Besides the credibility of the source and objectivity / rationality in the message, the connection between the source and audience is equally important for persuasion to be successful. This can be seen in the following

a) Using celebrities like Sachin Tendulkar, Anurag Bachchan to lead initiatives like Swachh Bharat, considering their appeal

and connection with the audience

- 5) It is due to the emotional connection of with the audience that ideas of leaders like Mahatma Gandhi, B.R. Ambedkar are still revered by the masses.

It also tells that for persuasion to be successful, it should appeal to the mind (rational logic), senses (credible / likeable source) as well as the heart (emotional connection of source/^{message} with the audience).

2. (a) With appropriate examples, discuss various ethical challenges associated with the utilization of public funds in India. Suggest strategies to effectively deal with these challenges. 10

उपयुक्त उदाहरणों के साथ, भारत में सार्वजनिक निधियों के उपयोग से संबंधित विभिन्न नैतिक चुनौतियों की चर्चा कीजिए। इन चुनौतियों से प्रभावी तौर पर निपटने के लिए रणनीतियां सुझाइए।

Ethical challenges associated with utilization of public funds

a) Due to limited funds, the priorities need to be decided.

Prioritizing one sector may lead to neglect of the other, which may lead to ethical dilemma.

b) Wide discretion to public officials regarding use of funds.

This requires integrity, professionalism, honesty, transparency, accountability. Absence of

such values lead to leakages, corruption and losses.

c) Using public funds for welfare activities or for creation of infrastructure.

d) Political pressures while handling public funds.

Strategies to deal with such Challenges :

- a) Objectivity and rationality in deciding priorities, considering the overall public interest in mind.
- b) Reducing discretion of individuals and placing it with a committee while keeping in mind situations which involve prompt decision making
- c) Internal and external audit mechanisms, institutionalising social audit
- d) Inculcating values, enforcing Code of Conduct and Code of ethics
- e) Strong legal and punitive measures against misuse of public funds.

2. (b) With proliferation of social media, people have got the opportunity to express their views anonymously and more freely. (a) What according to you, is its effect on the social and political culture of the country? (b) Discuss the role of social media in changing one's attitude, particularly the youth. 10

सोशल मीडिया के प्रसार के कारण लोगों को अज्ञात रूप से एवं अधिक स्वतंत्रता के साथ अपने विचारों को प्रकट करने का अवसर मिल गया है। (a) आपके अनुसार राष्ट्र की सामाजिक और राजनीतिक संस्कृति पर इसका क्या प्रभाव पड़ा है? (b) एक व्यक्ति की अभिवृत्ति, विशेष रूप से युवाओं की, को परिवर्तित करने में सोशल मीडिया की भूमिका की चर्चा कीजिए।

Social media is a powerful tool where anyone with a computer and network can share media, content, their views and beliefs. Anonymity is an important feature of social media.

Role in social and political culture of country : a) People have become more aware about their surroundings

b) Internationalisation of national events and news takes place in a matter of minutes via social media

c) Productive role of social media by State. e.g. Twitter use by Railways, External affairs ministry

d) Negative impact: Trolls, cyber bullying, frauds, fake news, etc

by ISIS etc

e) National boundaries do not matter

Role of Social Media in changing one's attitude:

- a) Targeted advertisements
- b) Exposure to new views, beliefs, ideas. e.g rising fundamentalism
- c) It is used as a source to flaunt one's popularity e.g number of likes on Facebook, followers on Instagram, Twitter

3. (a) What are the various components of an organization's work culture? What are key issues that need to be addressed in any organisation to create a more developmental and performance oriented culture? 10

किसी संगठन की कार्य संस्कृति के विभिन्न अवयव क्या हैं? एक अधिक विकासात्मक एवं कार्य निष्पादन उन्मुख संस्कृति का विकास करने के लिए किसी संगठन में किन महत्वपूर्ण मुद्दों को संबोधित करने की आवश्यकता होती है?

Key components of work culture

- a) Leadership
- b) Discipline
- c) Ethics and Code of Conduct
- d) Grievance Redressal
- e) Internal audit mechanism
- f) Well defined objectives and strategies to achieve them
- g) Vision Statement
- h) Team work

Key issues to be addressed

3. (b) There is a difference between what a person has a right to do and what the right thing to do is and often there is a conflict between these two. (a) Illustrate with examples the ethical issues that can arise because of such a conflict. (b) How does this conflict play out if someone wants to protest against injustice? 10

किसी व्यक्ति को क्या करने अधिकार है तथा क्या करना सही है के मध्य एक अंतर होता है, और प्रायः इन दोनों के बीच एक विरोधाभास होता है। (a) इस प्रकार के विरोधाभास के कारण उत्पन्न हो सकने वाले नैतिक मुद्दों को उदाहरण सहित स्पष्ट कीजिए। (b) यदि कोई व्यक्ति अन्याय का विरोध करना चाहता है तो यह विरोधाभास किस प्रकार अपनी भूमिका निभाता है?

What a person has right to do means the rights of an individual. It can be in conflict with what the right thing to do is.

(a) It can be what the difference is between a good person and good citizen. e.g. A ^{citizen} ~~person~~ in a Nazi Germany could engage in racism but that would not amount to a good person.

Thus what a person has right to do can often vary in time and space but what the right thing to do is universal.

4. (a) It is vain to talk of the interest of the community, without understanding what is the interest of the individual. Discuss the statement in the present context. 10

व्यक्तिगत हित को समझे बिना कि वे क्या हैं, किसी समुदाय के हित की बात करना व्यर्थ है।
वर्तमान संदर्भ में इस कथन पर चर्चा कीजिए।

The statement tells that if every action is in the interest of the individual, it would automatically be in the interest of the society as a whole.

Also, the interest of the community can only be guaranteed if the interests of the individuals are taken care of.

- a) Development of the Nation by cutting forests and exploiting resources without caring for tribals and other traditional forest dwellers.
- b) Policy of affirmative action without actually measuring the outcomes of the policy.

c) Talk of empowerment of women when all institutions run by ideology of patriarchy discriminate against women on various grounds.

4. (b) Vision and intentions are necessary components of political ethics. However, equally important are the process of implementation, tools used and the established system. Elaborate with examples. 10

दूरदर्शिता और इरादें राजनीतिक नैतिकता के आवश्यक घटक हैं। हालांकि, कार्यान्वयन की प्रक्रिया, प्रयुक्त विधियां (उपकरण) और स्थापित व्यवस्था भी समान रूप से महत्वपूर्ण है। उदाहरण प्रस्तुत करते हुए विस्तारपूर्वक बताइए।

Political ethics is the practice of making moral judgements about political action and political agents

a) Right policies, driven by the right ideology are necessary
e.g. Post independent India, driven by ideology of Socialism, democratic Politics, secularism, mixed economic model.

However the process of implementation, and tools and established system was lacking. e.g. Democratic values were missing, weak institutions captured by elites, Poor implementation

Capacity which led to
failure of trickle down effect
and no major dent on poverty
was made.

Similarly, poor judicial
enforcement, weak policing
system, corruption in political
life etc impact political
ethics

5. (a) Swami Vivekanand brought religion to the centre-stage and gave a new meaning to it while stressing the need for harmony among faiths. In this context, discuss the relevance of his teachings in contemporary society. 10
- स्वामी विवेकानंद ने धर्म को केंद्रीय मंच पर लाकर खड़ा कर दिया और इसे एक नया अर्थ प्रदान किया और साथ ही विभिन्न धर्मों के बीच सामंजस्य की आवश्यकता पर भी जोर दिया। इस संदर्भ में, समकालीन समाज में उनकी शिक्षाओं की प्रासंगिकता की चर्चा कीजिए।

Swami Vivekanand idea of religion and tolerance among faiths are still relevant in contemporary society. In fact, such ideas are even more important today:

- a) Rise of fundamentalism and its linkage with terrorism which goes against the ideology of secularism, humanism, tolerance, all that Swami Vivekananda stood for.
- b) Growth of sects, cults and new religious movements, keeping religion at centre stage and encouraging blind following.

- c) ~~Red~~ Use of religion by politicians, religious leaders to instigate people, vote - bank politics, politics of hatred etc.
- d) Increasing communal riots reflect the lack of tolerance as in case of recent riots in parts of UP.

5. (b) Access to quality basic services plays a critical role in enhancing individual capabilities to participate fully in the growth of the nation. (a) Discuss the statement in the context of vulnerable sections of India. (b) Analyse the challenges with regard to quality service delivery in India.10
- गुणवत्तापूर्ण आधारभूत सेवाओं तक पहुंच वस्तुतः राष्ट्र के विकास में पूर्ण भागीदारी करने हेतु व्यक्ति की क्षमता को बढ़ाने में एक महत्वपूर्ण भूमिका का निर्वाह करती है। (a) भारत के सुभेद्य वर्गों के संदर्भ में इस कथन की चर्चा कीजिए। (b) भारत में गुणवत्तापूर्ण सेवाएं प्रदान करने के संबंध में आने वाली चुनौतियों का विश्लेषण कीजिए।

Amartya Sen advocates that individual's capabilities need to be strengthened in order to develop as a nation. For that, access to basic services like health, education, housing, clean water and sanitation, no discrimination on basis of caste, religion, ^{gender} etc, electricity etc is needed.

This is specially important in case of vulnerable sections in India, who are deprived of various basic goods and services and face discrimination of basis of caste, class, religion, race, ethnicity and gender. ∴ Included

of creating dependence by of
vulnerable on the state, their
capabilities need to be built by
providing a conducive environment

Challenges regarding quality
service delivery :

- a) Monopoly + Discretion - Accountability
= Corruption
- b) Lack of transparent processes
- c) Failure to inculcate ethical
and moral values
- d) Prioritizing private gain
over public interest.
- e) Weak institutions, which fail
to deter corruption

WAY FORWARD : Enforcing Code of
ethics, increasing transparency
and accountability, reforming
processes and institutions
are some of the steps needed.

6. Is Emotional Intelligence influenced by cultural moorings? How would you differentiate the applicability of Emotional Intelligence in Indian society from that of Western society? 10

क्या भावनात्मक बुद्धिमत्ता सांस्कृतिक जड़ों से प्रभावित होती है? भारतीय समाज की भावनात्मक बुद्धिमत्ता की प्रयोजनीयता को आप पश्चिमी समाज की भावनात्मक बुद्धिमत्ता से किस प्रकार पृथक करेंगे।

Emotional intelligence is the ability of an individual to effectively manage his or her own emotions and the emotions of others. It includes self awareness, self regulation, empathy, motivation and social skill.

A person's emotions are influenced by his/her surroundings and ideas. and culture forms an important part of a person's surroundings. Therefore Emotional intelligence is also influenced by cultural moorings. Religion, culture, language, traditional values and beliefs influence emotional intelligence. The cultural socialisation of an individual plays an important

role.

In the West, EI can be differently applied from that in India. The West is characterised by individualism, nuclear family, religion as a strictly private affair, more freedom to women and children, higher levels of growth, development and standard of living. ∴ Applicability of EI is also different. For instance, understanding the emotional make up of a family in West is different from that in India.

Thus EI is influenced by multiple factors which vary across space and time.

7. Evaluate the success of RTI in bringing governance reforms in the country. Examine whether it has served the purpose it was meant for. 10

देश में शासन संबंधी (गवर्नेंस) सुधार लाने में सूचना के अधिकार (RTI) की सफलता का मूल्यांकन कीजिए। परीक्षण कीजिए कि जिन उद्देश्यों के लिए इसे लाया गया था, क्या यह उनको पूरा कर पा रहा है?

Right to Information has been described as master key to good governance by 2nd Administrative Reforms Commission
Success of RTI

- a) Increased transparency and accountability
- b) It acts as a deterrent for corrupt officials
- c) Increased citizen participation
- d) Incubated the culture of asking questions
- e) Increased involvement of civil society in democracy.
- f) Better utilization of public funds.

RTI has been serving the purpose that it was meant for. It is

seen from the fact that more and more proactive disclosures are being made by government departments. Also, almost all departments have implemented the act.

However some shortcomings

- a) Political parties, judiciary outside RTI
- b) Denial of requests on various grounds
- c) Under staffed and underfunded Information Commission

d) Delay in digitization of documents and delays in response.

What is needed is to empower RTI. Reports on completion of 10 years of RTI indicate that it has been used actively by the population and is a tool for good governance.

8. The decisive role that money plays in elections creates a vicious cycle of corruption. (a) Elaborate in the context of India. (b) Discuss whether state funding of elections can help in curbing the menace of political corruption in India. 10

चुनावों में पैसे द्वारा निर्भाई जाने वाली निर्णायक भूमिका भ्रष्टाचार के एक दुष्चक्र का निर्माण करती है। (a) भारत के संदर्भ में इस कथन की विस्तृत व्याख्या कीजिए। (b) चर्चा कीजिए कि चुनावों के लिए राज्य द्वारा वित्तपोषण किए जाने पर क्या भारत में राजनैतिक भ्रष्टाचार के इस अनिष्ट को रोकने में सहायता प्राप्त हो सकती है।

It is said that corruption in politics and use of money in politics plays an important role in vicious cycle of corruption.

- a) It disrupts the free and fair nature of elections.
- b) It gives rise to crony capitalism.
- c) Companies / Person who put money in elections, in return, demand favours / policies etc later.
- d) Politics considered as a source of increasing wealth and not as a vocation based on ideology.
- e) Continued Conduit for investment of black money and illegamed wealth.
- f) Investment done by a politician needs

to bear return after he/she comes to power, this gives rise to corruption

b) Various committees like 2nd ARC, Law Commission, Indraprastha Committee have recommended state funding of elections.

While it is true that state funding of elections will curb corruption to some extent,

but it needs to be backed up by other conditions such as

- a) Inculcating values of integrity, honesty etc
- b) Enforcing Code of Ethics and Code of Conduct
- c) Punitive measures like Lokpal, CBI, CVC
- d) Simplification of laws, removing discretion etc.

Thus, multi-pronged approach is needed to curb corruption

In the following questions, carefully study the cases presented and then answer the questions that follow (in around 250 words):

9. You are the officer in charge of development planning of a state whose capital is the technology hub of the country. However, the capital city is overcrowded and marred by traffic congestion. A group of top MNCs have approached you and showed their interest in expanding their operations in the capital provided that the highway connecting the SEZ to airport is widened. This has been cited as an important business requirement. The expansion of MNC operations is expected to create numerous jobs and would bring in huge revenues to the State. At the same time, the road connectivity in rest of the state, especially the rural areas, is abysmal and is in need of urgent attention. Media has been highlighting the incidents of deaths due to delay in hospitalization and other such issues which can be directly attributed to poor condition of roads. As the officer in charge of the development planning you find that the road widening project will entail huge cost and would severely curtail the rural road development programme currently being undertaken by the state. 20

(a) What challenges do you face as the officer in charge, in this situation?

(b) State your priorities and discuss how you plan to achieve them in the context of given challenges.

आप एक ऐसे राज्य की विकास योजना के प्रभारी अधिकारी हैं, जिसकी राजधानी, देश का प्रौद्योगिकी हब है। हालांकि, राजधानी शहर में जनसंख्या बहुत है और यह ट्रैफिक जाम की समस्या से ग्रस्त है। शीर्ष बहुराष्ट्रीय कंपनियों (MNCs) का एक समूह आपसे मिलता है और राजधानी में अपने कार्य संचालन का तेजी से विस्तार करने में रुचि प्रदर्शित करता है, लेकिन शर्त यह है कि विशेष आर्थिक क्षेत्र (SEZ) को हवाई अड्डे से जोड़ने वाले राजमार्ग को और अधिक चौड़ा किया जाए। इसे एक महत्वपूर्ण व्यापारिक आवश्यकता के रूप में उद्धृत किया गया है। बहुराष्ट्रीय कंपनी के संचालनों का विस्तार होने से अनेक रोजगार उत्पन्न होने एवं राज्य को भारी मात्रा में राजस्व प्राप्त होने की संभावनाएं हैं। इसके साथ ही, राज्य के शेष भागों- विशेष रूप से ग्रामीण क्षेत्रों में, सड़क संपर्क निम्नस्तरीय है और इस पर तत्काल ध्यान दिए जाने की आवश्यकता है। मीडिया, अस्पताल में भर्ती होने में देरी के कारण होने वाली मृत्यु की घटनाओं एवं अन्य इसी तरह के मुद्दे जो सीधे सड़कों की दयनीय स्थिति से जुड़े हैं, को उजागर करता रहा है। विकास योजना के प्रभारी अधिकारी होने के नाते आप पता लगाते हैं कि सड़कों को चौड़ा करने की परियोजना में बहुत लागत आएगी और परिणामस्वरूप वर्तमान में राज्य में संचालित किए जा रहे ग्रामीण सड़क विकास कार्यक्रमों में भारी कटौती होगी।

(a) इस परिस्थिति में प्रभारी अधिकारी के रूप में आप किन चुनौतियों का सामना करते हैं?

(b) अपनी प्राथमिकताएँ बताइए एवं चर्चा कीजिए कि प्रस्तुत चुनौतियों के संदर्भ में उन्हें प्राप्त करने के लिए आप किस प्रकार योजना निर्माण करेंगे।

The facts of the case are:

- a) Priorities of development in urban areas V/s rural areas
- b) Intra-state disparity in infrastructure
- c) Role of media in highlighting problems of state

a) The challenges faced as an officer in charge are:

- i) Poor infrastructure and road connectivity in rural areas, contributing to serious consequences like deaths due to delay in hospitalisation.
- (ii) Opportunity to improve infrastructure in capital which could lead to creation of jobs and economic development
- (iii) Effective utilization of limited resources for maximum benefit to maximum number of people

- (iv) Dilemma because undertaking one project will lead to curtailing the other.
- (v) The issues being highlighted by media, could result in pressure from above in the near future
- (vi) perception of favouring the rich and powerful could develop if the demand of the MNC is accepted.

b) As the officer incharge, my priorities would be

- i) Improving rural infrastructure as it would save lives which is of utmost importance.
- (ii) Work towards removing the traffic congestion and expanding connectivity to attract investment creating jobs, etc.

The above can be achieved by

i) Humanistic concern trump over professional values, which trump over personal values. So in this case, saving lives by improving rural infrastructure would be of utmost priority. Besides, investing in rural infrastructure of the state would lead to investments in other parts of the state and also benefits to other sectors like agriculture by creating forward and backward linkages. Also, it would improve the image of administration and build trust with the public.

(ii) As the highway connecting the SEZ to airport is important for attracting the investments, I would work towards saving

funds from other sources.
As the capital city is the technology hub of the country, alternative models which are more commercially viable in the capital than in rural areas, like Public Private Partnership (BOT, Hybrid Security Models etc) could be pursued. Municipal Bonds could also be used to raise funding for the same. Also measures to decongest the city like developing and strengthening public transport etc should be encouraged.

Thus in this way, both the objectives can be achieved in a satisfactory manner and gap in rural urban development can be minimised -

10. You are the SP of a district where a large number of followers of a particular sect reside. The district also hosts a large Ashram where regular gathering of the followers take place. The leader of the sect has been under the scanner of the judiciary for his involvement in illegal activities. Now the court has ordered his immediate arrest and an order pronouncing the same has been sent to you. You have been asked to comply with the orders within two days. A large number of followers, which include women and children, have already thronged the Ashram in anticipation of arrest of the leader. Intelligence units have informed about the presence of not only large stock of food and water but also ammunition, inside the Ashram. Your request urging the followers to vacate the site has failed. 20

(a) What could be the reason for people's defiance?

(b) List the issues involved in the case.

(c) What will be your plan of action?

आप एक ऐसे जिले के एस.पी. हैं जहाँ एक विशिष्ट सम्प्रदाय के अनुयायी बड़ी संख्या में निवास करते हैं। जिले में एक बृहद् आश्रम भी है जहाँ उस सम्प्रदाय के अनुयायी नियमित रूप से एकत्रित होते हैं। अवैध गतिविधियों में संलिप्तता के कारण उस सम्प्रदाय का नेता न्यायिक निगरानी में है। अब न्यायालय ने तत्काल उसकी गिरफ्तारी का आदेश दिया है और ऐसी व्यवस्था करने वाला आदेश आपको भेजा गया है। आपको दो दिनों के अंतर्गत आदेशों का अनुपालन करने के लिए कहा गया है। उक्त नेता की गिरफ्तारी की आशंका में महिलाओं और बच्चों समेत अनुयायियों की एक बड़ी संख्या पहले से ही आश्रम आ पहुँची है। खुफिया इकाइयों ने आश्रम के अंदर न केवल भोजन और पानी के पर्याप्त विशाल भण्डार बल्कि अस्त्र-शस्त्र होने की भी सूचना दी है। आपके द्वारा अनुयायियों से स्थल को खाली करने के लिए किया गया निवेदन विफल रहा है।

(a) लोगों द्वारा अवज्ञा किए जाने का कारण क्या हो सकता है?

(b) इस मामले से जुड़े मुद्दों को सूचीबद्ध कीजिए।

(c) आपकी कार्य-योजना क्या होगी?

a) The increased following of sects and cults showcase the growth of new religious movements and growth of religious revivalism. Sects provide a sense of belonging to the community of followers,

give them a sense of self respect,
provide livelihood opportunities
and cater to their daily needs.

Max Weber describes the growth
of sects as the theodicy or
religious explanation of disprivilege

faced by the vulnerable and
depressed sections of society.

Such belief in the sect's values
and its charismatic leadership
make the people, ^{ranging} from men,
women and child defiant
and resisting the arrest of
their perceived ~~good~~ - ~~govern~~.

It also highlights the
structural cleavages present in
our society in the form of
caste, class, religion etc.

b) The issues involved in the case :

- i) Potential law and order problem
- (ii) Large number of followers, including women and children. This could make the problem even more complex.
- (iii) Arrest of charismatic leader with great following
- (iv) Growth of sects and religious revivalism and in secular India.

c) PLAN OF ACTION

As the request urging the followers to vacate the site has failed, proper security measures need to be taken in the form of following:

- i) Coordinate with the district magistrate to issue orders imposing Section 144 in the district.

- (ii) Contact the state administration and ask for additional forces and potentially contact the Centre for army backup.
- (iii) Standard operating Procedure for handling the crowd needs to be developed as it involves women and children as well. So use of force has to be kept as the last option
- (iv) Make security arrangements in form of vehicles, routes etc to arrest the leader
- (v) Increased surveillance, security checking of vehicles entering or leaving the district to check on any anti social elements
- (vi) Coordinate with neighbouring

states to maintain vigil of
the situation
(vii) Check arrangements for detaining people, hospitals etc.
∴ The As SP of the district,
it should be well prepared for
the worst case scenario.

11. Ramesh, a very hardworking person, is the sole bread earner in his family. He has worked with an oil company's local affiliate for several years, and has established a strong, trustworthy relationship with Suresh, manager of the local facility. Suresh has recently recommended Ramesh to be recruited as the corporate consulting engineer for the company, which would be a position of greater responsibility along with a stable income. During a casual conversation, Suresh mentions an incident in the 1960s wherein 10,000 gallons of a petrochemical was leaked into the local environment by the company due to negligence, though at the time no damage was found, and no mention of this leak was made to the press. When Ramesh mentions that the state law requires him to report all spills, Suresh reminds him that no harm had been done and reminds him that the company can't have a consulting engineer who does not value loyalty and respect confidentiality.

20

- (a) Identify the ethical issues involved in the given case.
(b) What are the options available to Ramesh in this situation? Evaluate each of them.
(c) Had you been at Ramesh's place, what would have been your course of action? Give reasons for the same.

रमेश जो कि एक बहुत-ही मेहनती व्यक्ति है, अपने परिवार में पैसा कमाने वाला एकमात्र व्यक्ति भी है। उसने कई वर्षों से एक तेल कंपनी की स्थानीय सहबद्ध इकाई में कार्य किया है और उस कंपनी के स्थानीय सुविधा के प्रबंधक सुरेश के साथ एक मजबूत एवं विश्वसनीय संबंध स्थापित किया है। हाल ही में सुरेश ने कंपनी के कॉर्पोरेट परामर्शी इंजीनियर के रूप में नियुक्ति हेतु रमेश के नाम की अनुशंसा की है, यह पद स्थिर आय के साथ ही साथ अधिक जिम्मेदारी का पद होगा। एक अनौपचारिक बातचीत के दौरान सुरेश 1960 के दशक में घटित एक घटना का उल्लेख करता है, जिसमें कंपनी की लापरवाही के कारण 10,000 गैलन पेट्रो कैमिकल्स का स्थानीय पर्यावरण में रिसाव हो गया था, लेकिन उस समय उसके कारण कोई क्षति ज्ञात नहीं हुई थी और प्रेस को इस रिसाव की कोई जानकारी नहीं दी गयी थी। जब रमेश उल्लेख करता है कि राज्य के कानून के अनुसार उसे तेल रिसाव (स्पिल्स) की सभी घटनाओं को दर्ज कराना आवश्यक है तो सुरेश उसे याद दिलाता है कि उस घटना कोई हानि नहीं हुई थी और उसे पुनः स्मरण कराता है कि वह ऐसा परामर्शी इंजीनियर नहीं रख सकता जो गोपनीयता का सम्मान नहीं करता हो।

- (a) दिए गए मामले से जुड़े नैतिक मुद्दों की पहचान कीजिए।
(b) इस परिस्थिति में रमेश के पास कौन-से विकल्प उपलब्ध हैं? उनमें से प्रत्येक का मूल्यांकन कीजिए।
(c) यदि आप रमेश के स्थान पर होते, तो आपकी कार्यवाही क्या रही होती? उसके लिए कारण दीजिए।

- a) The ethical issues involved are:
- (i) Values of loyalty and confidentiality v/s larger public interest
 - (ii) Rationality and objectivity in decision making
 - (iii) Ethical dilemma related to Personal v/s Professional life
 - (iv) Damage to environment
 - (v) Rewarding positive outcomes resulting from a bad/unethical decision
 - (vi) Rule of law violated

- b) The options available to Ramesh:
- i) Keep quiet about the disclosure
- Merits: ① It give him a stable job
② Maintain relationship with Suresh
- Demerits: ① Against law
② Unethical

③ Public interest subjugated for personal gain

(ii) Report the incident to the authorities, as per law

Merits: ① It is in the interest of society and environment

② It is lawful and ethical as well

③ Ramesh could seek protection under the Whistle Blower Act.

Demerit: ① It could potentially cost Ramesh his job.

② It could also cause losses to the company and lead to loss of jobs.

③ It could hurt the trustworthy relationship b/w Ramesh and Suresh.

(iii) Urge Suresh to report the incident to the higher authorities in the company.

Merits : ① Ramesh could keep his job and good relationship with Suresh.

② It would be the lawful thing to do

Demerits ① It is unlikely - that Suresh will report the incident

② Injustice to the environment and society at large.

- (c) Had I been at Ramesh's place, I would persuade Suresh to report the incident to the higher authorities by giving him legal and ethical guidance. I would tell him that truth is bound to come out one day and give him examples of

earlier such incidents. If nothing of the above works, then I would have to seek protection under whistle blower Act and report the incident myself. Though such an act could cost me my job, but my personal values and integrity would remain intact which would do me more good than harm in the future.

12. You are the CEO of a social media company that has a wide user base. The social network offered by your company has emerged as a platform for people to interact with each other and share news, opinions etc. However, at the same time, women are being repeatedly harassed and cyber bullied through this network. Whenever any instance of harassment is brought to notice of the company, your staff members immediately deactivate the account of the culprit. However, since new accounts can be created easily, such incidents continue to happen. Also, the system to verify one's account details has been deemed lax by public authorities and human rights groups. But in order to increase the user base, you have to ensure that it is easy for a new user to sign up. Increase in the user base leads to more advertisements on your network, which is a source of huge annual turnover for the company. At the same time, in wake of increasing instances of harassment, you also need to tighten the process of creating new accounts and deactivate or delete the ones being misused. 20

(a) Highlight the options available to you in this scenario and evaluate each of them. What course of action will you take and why?

(b) Is there a need for having reasonable restrictions on social media for it to remain a platform of healthy and fruitful engagement. Analyse from the viewpoint of different stakeholders.

आप एक सोशल मीडिया कंपनी के मुख्य कार्यकारी अधिकारी (CEO) हैं जिसके उपयोगकर्ताओं की संख्या (यूजर बेस) बहुत अधिक हैं। आपकी कंपनी द्वारा प्रस्तुत किया गया सोशल नेटवर्क वस्तुतः लोगों को एक दूसरे के साथ संवाद करने और समाचार एवं राय इत्यादि साझा करने के लिए एक मंच के रूप में उभरा है। लेकिन, साथ ही साथ इस नेटवर्क के माध्यम से महिलाओं को बार-बार परेशान किया जा रहा है और वे साइबर बुलिंग (बदमाशी) की शिकार हो रही हैं। जब कभी परेशान किए जाने की कोई घटना कंपनी के ध्यान में लाई जाती है, आपके कर्मचारी वर्ग के सदस्य तत्काल ही दोषी व्यक्ति के खाते को निष्क्रिय कर देते हैं। लेकिन, नया खाता आसानी से बनाया जा सकता है इसलिए इस प्रकार की घटनाएँ जारी रहती हैं। साथ ही, अपने खाते के विवरणों को सत्यापित करने की प्रणाली सार्वजनिक अधिकारियों एवं मानवाधिकार समूहों द्वारा शिथिल मानी गयी है। किन्तु अपने उपयोगकर्ताओं की संख्या बढ़ाने के लिए आपको यह सुनिश्चित करना है कि नए उपयोगकर्ता के लिए साइन अप करना (सोशल नेटवर्क से जुड़ना) सरल हो। उपयोगकर्ताओं की संख्या में वृद्धि होने पर आपके नेटवर्क पर अधिक विज्ञापन आते हैं, जो कंपनी के लिए भारी मात्रा में वार्षिक प्रतिफल का स्रोत सिद्ध होते हैं। साथ ही, परेशान करने की घटनाओं में वृद्धि को ध्यान में रखते हुए आपको नए खाते बनाने एवं दुरुपयोग करने वाले व्यक्तियों के खातों को निष्क्रिय करने या मिटा देने (डिलीट करने) की प्रक्रिया को सुदृढ़ करने की भी आवश्यकता है।

(a) इस परिदृश्य में आपके समक्ष उपलब्ध विभिन्न विकल्पों पर प्रकाश डालिए और उनमें से प्रत्येक का मूल्यांकन कीजिए। आप कौन-सी कार्यवाही अपनाएंगे और क्यों?

(b) क्या स्वस्थ और उपयोगी संलग्नता का एक मंच बने रहने के लिए इस हेतु सोशल मीडिया पर युक्तियुक्त प्रतिबंध लगाए जाने की आवश्यकता है? विभिन्न हितधारकों के दृष्टिकोण से विश्लेषण कीजिए।

The facts of the case are

- a) Harassment of women
- b) New forms of crime using ICT and social media
- c) Personal gain v/s Good to society
- d) Current processes falling short of time objective.

a) Options available :

- i) Let the current system continue as it is :

Merits : ① ~~You are doing~~ Doing my part to curb illegal activities
② Profit for the company

Demerits : ① Harassment of women will continue

② It would be against my moral responsibility as the CEO to let crime continue

- (ii) Develop new processes to verify account details :

Merits : ① It may help in curbing harassment

② Dement : ① Potential loss to company

② Criminals may find a work around the criminal solution.

(11) The situation requires a multi pronged approach from various stakeholders

As CEO, I would form a team in the company to track online activity and notify doubtful activities. Evolving security features of the website on a continuous basis is required.

Coordinate with the public authorities to catch the criminals and create strong deterrence for cyber crimes and harassment of women.

Coordinate with human rights

groups to help the victims as part of CSR initiatives.

Launch awareness campaigns to inform users about security features to be followed -
e.g regular updation of passwords, updating privacy settings, do not share private data etc.

Such actions would enhance the image of the company as a responsible company, besides the utmost objective of tackling crime.

b) Social media has revolutionized our interactions. The need for having reasonable restrictions has to be analysed from viewpoint of different stakeholders.

STATE & Restrictions are desirable

as social media is being used for anti social activities like spreading propaganda, fake news, used by terrorists organisations like ISIS for various purposes. Besides right to freedom of speech and expression is also not absolute and limited by reasonable restrictions.

PRIVATE COMPANIES : use social media data for analysing user behaviour, target ads, marketing, branding etc. They do not want state interference by providing restrictions on its use.

The user's privacy has been compromised. What a person is eating, liking, going etc can be known via social media.

∴ Some regulation of social media is necessary for it to remain a platform for healthy interaction.

13. You and your friend are living together in a metropolitan city and preparing for civil service examinations. While you manage to meet your daily targets, you sense that your friend is unable to cope up with the pressure of the exam. Fear of not passing the exam and meeting the expectations of his family is stressing him further. You realise that with time your friend is losing interest in everything and often talks about committing suicide if he is unable to meet his goal. He is also missing out on meals and prefers to stay indoors when asked to venture out. When you sought professional help, the doctor diagnosed your friend with clinical depression. Being aware that your friend needs professional counselling and psychiatric care, you reach out to his parents who reside in a rural area. They rebuff you for suggesting counselling and instead reiterate that nothing is wrong with him. They sternly mention that your bringing up the matter will only make people engage in loose talk. They also ignore you when you politely inform them that it is not wise to ignore one's mental health. Your friend's parents see his state as a sign of failure and decide to call him home where he can continue with his preparation. You are aware of the gravity of the situation if your friend goes back to his house. You also know that there is very little awareness about mental health and that the solution is not to ignore it but to take necessary measures to tackle it. 20

(a) As a concerned friend and an aspiring civil servant who can frame policies for the public in the future and has a moral duty towards them, what are the options available to you in such a situation?

(b) Evaluate each of these options and choose the option you would adopt, giving reasons

आप और आपके मित्र दोनों एक महानगर में एक साथ रह रहे हैं और सिविल सेवा परीक्षाओं की तैयारी कर रहे हैं। जबकि आप अपने दैनिक लक्ष्यों को पूरा करने की प्रक्रिया का उचित प्रबंधन कर लेते हैं किन्तु आपको भान होता है कि आपका मित्र परीक्षा का दबाव सहने में असमर्थ है। परीक्षा में उत्तीर्ण न होने का भय एवं अपने परिवार की अपेक्षाओं को पूरा न कर पाने की चिंताएं उसे और भी अधिक अवसादग्रस्त कर रही हैं। आपको भान होता है कि समय के साथ सभी चीजों में आपके मित्र की रुचि समाप्त होती जा रही है और वह प्रायः अपना लक्ष्य प्राप्त न कर पाने पर आत्महत्या करने की बात करता है। वह कई बार खाना भी नहीं खाता है और बाहर घूमने जाने के लिए कहने पर कमरे अंदर ही रहना पसंद करता है। जब आपने एक पेशेवर डॉक्टर की सलाह ली तो डॉक्टर ने आपके मित्र का नैदानिक परीक्षण कर उसे नैदानिक अवसाद (क्लिनिकल डिप्रेशन) से पीड़ित बताया। इस बात से अवगत होते हुए कि आपके मित्र को पेशेवर परामर्श एवं मनोचिकित्सीय देखभाल की आवश्यकता है, आप ग्रामीण क्षेत्र में रहने वाले उसके माता-पिता से मिलने गए। पेशेवर परामर्श का सुझाव देने पर उन्होंने न केवल आपकी बातों को सिरे से नकार दिया अपितु बार-बार यही दोहराते रहे कि उसे कुछ नहीं हुआ है। उन्होंने कठोरतापूर्वक उल्लेख किया कि आपके द्वारा इस मामले की चर्चा करने से लोगों को मनगढ़ंत बातें बनाने का अवसर ही मिलेगा। जब आप उनसे विनम्रतापूर्वक निवेदन करते हैं कि किसी के मानसिक स्वास्थ्य की

उपेक्षा करना बुद्धिमत्तापूर्ण कार्य नहीं है तब भी वे आपकी उपेक्षा करते हैं। आपके मित्र के माता-पिता उसकी स्थिति को विफलता का संकेत मानते हैं और उसे (आपके दोस्त को) वापस घर बुलाने का निर्णय करते हैं जहाँ वह अपनी तैयारी जारी रख सकता है। यदि आपका मित्र अपने घर वापस जाता है तो आप उस परिस्थिति में उत्पन्न होने वाली समस्या की गंभीरता से अवगत हैं। आप यह भी जानते हैं कि मानसिक स्वास्थ्य के संबंध में बहुत कम जागरूकता है एवं इसका समाधान इसकी उपेक्षा करना नहीं बल्कि इससे निपटने के लिए आवश्यक उपाय करना है।

(a) मित्र के कल्याण के लिए चिंतित एवं सिविल सेवक बनने की आकांक्षा रखने वाले व्यक्ति के रूप में, जो भविष्य में जनता के लिए नीतियों की रूपरेखा तय कर सकता है और जिसकी उनके प्रति नैतिक जिम्मेदारी होती है; ऐसी स्थिति में आपके पास कौन-से विकल्प उपलब्ध है?

(b) इनमें से प्रत्येक विकल्प का मूल्यांकन कीजिए और कारण बताते हुए वह विकल्प चुनिए जो आप अपनाएँगे।

The facts of the Case:

- a) Ignorance about mental health problems
- b) Increasing competition and pressure to perform in competitive exam examinations
- c) Lack of social and mental support.
- d) Stigma associated with mental health problems

a) *The options available are:*

- i) *Let things stay as they are and Continue with my preparation:*

Merit : This has no apparent merit.

Demerit : ① Failure to perform my duty as a friend, an aspiring civil servant, a responsible citizen and a fellow human being.

② My friend may commit suicide, which would be terrible for his family and myself.

③ Failure to perform my Moral duty.

(ii) Try and convince my friend's parents using different means like and make them aware about reality of mental health problems, show them the statistics about suicide in India, take help of village elders by keeping them in confidentiality.

- Merits :
- ① It could be beneficial for my friend
 - ② Fulfil my responsibility.
 - ③ Save the life of my friend who had thoughts of committing suicide

- Demerits :
- ① Little chances of Convincing friends, parents, considering their ignorance about mental health.
 - ② Poor facilities about related to mental health in rural areas
 - ③ Family may face social stigma.

(iii) Stay with my friend, Counsel him, give him support, contact local NGO for supporting his cause and meet expenditures to seek

professional help.

Merits : (i) Friend could feel better

(ii) My ethical duty fulfilled by giving my best to solve his problem

Demerits : (i) My ^{preparation} studies could be hurt

(ii) Limited financial and ~~the~~ mental capability to help him

In the given situation, I would initially try option (ii) and seek help from NGO's to help my friend. If it does not work, I would go for option (iii) and try my best to help my friend. I would not leave ~~the~~ him alone for long periods of time as

clinical depression is an actual disease and not only a social stigma. I would make him consider alternate career choices suitable to him so that he has a back up option for the worst case scenario.

14. You are the Managing Director of a multinational company that prides on hiring people from diverse backgrounds. The company also chooses multiple projects under Corporate Social Responsibility that are geared towards social inclusion and empowerment of vulnerable sections of the society. Miss 'X' who works in your office tells you that she has been diagnosed with HIV. It happened due to malpractice by a medical practitioner who re-used a contaminated syringe that led Miss 'X' to contract the disease. The company has strict policies about toleration and you ensure Miss 'X' that she can continue with her job in the company without facing any form of discrimination. A few days after the revelation, Miss 'X' angrily submits her resignation letter. She states that she has faced discrimination at the workplace everyday after the revelation. Her colleagues are hesitant to eat lunch with her, they make sure they do not drink water from the same source and the females in the office comment on her marital status. She is also asked to sit separately during departmental discussions. She intends to sue the company for mental harassment. If she takes the step, the public image of the company will be maligned and its non-discriminatory policies will be questioned. The following are some suggested options for you to deal with the situation as a Managing Director of the company. Evaluate the merits and demerits of each of the options: 20

(a) You accept her resignation and suggest a compensation package so that she refrains from suing the company.

(b) You persuade her not to submit her resignation and transfer her to another department.

(c) You ask her to continue with her job and take strict action against the colleagues who discriminated against her. Also, state (without necessarily restricting to the above options) your course of action, giving proper reasons.

आप एक ऐसी बहुराष्ट्रीय कंपनी के प्रबंध निदेशक हैं जो विविध पृष्ठभूमि के लोगों को काम पर रखने में गर्व करती है। कंपनी कॉर्पोरेट सामाजिक उत्तरदायित्व के अंतर्गत समाज के सुभेद्य वर्गों के सामाजिक समावेशन एवं सशक्तिकरण की दिशा में कार्य करने वाली विविध परियोजनाओं का भी चयन करती है। आपके कार्यालय में कार्य करने वाली सुश्री 'X' आपको बताती है कि वह एच.आई.वी. (HIV) से ग्रस्त हैं। उन्हें HIV का संक्रमण एक चिकित्सा पेशेवर के गलत अभ्यास के कारण हो गया था, जिसने एक संक्रमित सुई का पुनः उपयोग किया जिससे सुश्री 'X' को यह रोग लग गया। सहिष्णुता के संबंध में कंपनी की नीतियां कठोर हैं और आप सुनिश्चित करते हैं कि सुश्री 'X' किसी प्रकार के भेदभाव का सामना किए बिना कंपनी में अपना जॉब करती रह सकती है। HIV से संबंधित जानकारी प्रकट करने के कुछ दिनों के बाद सुश्री X क्रोधपूर्वक अपना त्यागपत्र जमा करती हैं। वह कहती हैं कि HIV से संबंधित जानकारी प्रकट करने के बाद उन्हें कार्यस्थल पर प्रतिदिन भेदभाव का सामना करना पड़ा है। उनके सहकर्मी उनके साथ भोजन करने में संकोच अनुभव करते हैं, वे यह

सुनिश्चित करते हैं कि जिस जलपात्र से वह पानी पीती है उसके वे पानी न पिएँ और कार्यालय की महिलाएँ उसकी वैवाहिक स्थिति पर टीका-टिप्पणी करती रहती हैं। विभागीय चर्चाओं के दौरान उनसे अलग बैठने के लिए भी कहा जाता है। वह मानसिक उत्पीड़न के लिए कंपनी पर मुकदमा करना चाहती हैं। अगर वह यह कदम उठाती हैं, तो कंपनी की सार्वजनिक छवि को क्षति पहुँचेगी और इसकी गैर-भेदभावपूर्ण नीतियों पर प्रश्न उठेंगे। कंपनी के प्रबंध निदेशक के रूप में इस स्थिति से निपटने के लिए आपको सुझाए गए कुछ विकल्प निम्नलिखित हैं। इनमें से प्रत्येक विकल्प के गुणों और अवगुणों का मूल्यांकन कीजिए:

- आप उनका त्यागपत्र स्वीकार कर लेते हैं और उन्हें एक क्षतिपूर्ति पैकेज का सुझाव देते हैं ताकि वह कंपनी पर मुकदमा न करें।
- आप उन्हें अपना त्यागपत्र जमा नहीं करने के लिए मनाते हैं और दूसरे विभाग में उसका स्थानांतरण कर देते हैं।
- आप उन्हें उनका जॉब जारी रखने और उनके विरुद्ध भेदभाव करने वाले सहकर्मियों के विरुद्ध कठोर कार्रवाई करने के लिए कहते हैं। साथ ही (अनिवार्य रूप से केवल उपर्युक्त विकल्पों तक ही सीमित रहे बिना) उचित कारण बताते हुए अपनी कार्यवाही भी बताइए।

The facts of the case

- Limited awareness about HIV
- Stigma associated with HIV
- Discrimination and Harassment of the already distressed.
- Potential to damage reputation of the company.
- Discrimination on basis of HIV status is against law
- Stereotyping of behaviour e.g. commenting on mental status

The various options :

- You accept her resignation and suggest a compensation package so that

she refrains from suing the company

MERIT : ① Save the image of the company

② Pacify the employee with the compensation package

Demerits : ① Status Quoist attitude of company employees will remain

② Failure to show leadership to reform company culture

③ Injustices to Miss X.

④ Traditional and Repulsive ideas will remain.

b) You persuaded her to ^{not} submit her resignation and transfer her to another department

Merits : ① Pacify Miss X
② Control the situation

Demerits : ① It will transfer or delay the solution of the problem

to the other department. Other
elements same as of case (i).

(iii) You ask her to continue with
her job and take strict action
against colleagues who discriminated
against her.

Merits : ① Justice to Miss X.

② Lawfully and ethically correct
thing to do.

③ Such an action would act as a
deterrent in the future.

④ It will maintain positive
image of the company.

Demerits : ① Employees may
feel alienated with this
move and may further act
against Miss X.

② It may not lead to reform
in their ideas and values.

As a responsible Company and a responsible leader, strict action needs to be taken against the guilty. Apart from appropriate punitive measures, an undertaking needs to be taken from all the employees of the Company assuring that such behaviour will not be tolerated and may lead to termination. Besides training and awareness program need to be undertaken to make people aware of the causes, symptoms, problem faced by HIV patients. Also whatever help is required by Mrs Miss X needs to be

provided through the CSR
initiative.

